

# SM255

## Change Request Management with SAP Solution Manager 7.2 - Configuration

### COURSE OUTLINE

Course Version: 20  
Course Duration:



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# Typographic Conventions

American English is the standard used in this handbook.

The following typographic conventions are also used.

This information is displayed in the instructor's presentation	
Demonstration	
Procedure	
Warning or Caution	
Hint	
Related or Additional Information	
Facilitated Discussion	
User interface control	<i>Example text</i>
Window title	<i>Example text</i>

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# Course Overview

## **TARGET AUDIENCE**

This course is intended for the following audiences:

- Change Manager
- Technology Consultant
- System Administrator





## Lesson 1: Benefits of SAP Solution Manager

### Lesson Objectives

After completing this lesson, you will be able to:

- Highlight the benefits from the integration of IT Service Management into Application Lifecycle Management

## Lesson 2: Exploring User Interfaces and Authorization Concept for Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- List different user interfaces to be used with Change Request Management
- Outline the authorization concept for SAP Solution Manager



## Lesson 1: Introducing Change Control Management

### Lesson Objectives

After completing this lesson, you will be able to:

- List tools that SAP offers for Change Control Management and describe their use

## Lesson 2: Introducing Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Outline the process flow for SAP Solution Manager Change Request Management



## Lesson 1: Explaining System Prerequisites for the Basic Configuration

### Lesson Objectives

After completing this lesson, you will be able to:

- Prepare the SAP Solution Manager system for the basic configuration of the Change Request Management scenario

## Lesson 2: Explaining Basic Configuration Steps in the SAP Solution Manager System

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the main steps that are needed to configure the SAP Solution Manager system for the Change Request Management scenario

## Lesson 3: Explaining Basic Configuration Steps in the Managed Systems

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the main steps that are needed to configure the managed systems for the Change Request Management scenario



## Lesson 1: Creating Business Partners

### Lesson Objectives

After completing this lesson, you will be able to:

- Create business partners

## Lesson 2: Using Installed Base Components for Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Create the Installed Base Components for Change Request Management





## Lesson 1: Granting Authorizations to Employees

### Lesson Objectives

After completing this lesson, you will be able to:

- Outline the relationship between business roles and authorization roles

## Lesson 2: Customizing the WebClient UI Framework

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain different personalization options for the WebClient UI
- Outline different configuration options for the WebClient UI

## Lesson 3: Using Categories

### Lesson Objectives

After completing this lesson, you will be able to:

- List usages of multilevel categorization in the context of Change Request Management



## **Lesson 1: Defining Solution, Branches, Change Control Landscapes and Logical Component Groups**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the idea of branches and logical component groups

## **Lesson 2: Change Cycles and Task Lists**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline how the status of a change cycle controls the actions on transport requests

## **Lesson 3: Introducing the Administration Cockpit**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the use of the Administration Cockpit within Change Request Management

## **Lesson 4: Addendum: Enhanced Integration into Solution Documentation**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the integration of Change Request Management into Solution Documentation



## Lesson 1: Creating and Approving Requests for Change

### Lesson Objectives

After completing this lesson, you will be able to:

- Create and approve requests for change

## Lesson 2: Processing Normal Changes

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the process flow for normal changes

## Lesson 3: Dealing with Urgent Changes

### Lesson Objectives

After completing this lesson, you will be able to:

- Process urgent changes

## Lesson 4: Implementing Corrections During the Test Phase with Defect Corrections

### Lesson Objectives

After completing this lesson, you will be able to:

- Implement corrections during the test phase

## Lesson 5: Implementing Administrative Changes

### Lesson Objectives

After completing this lesson, you will be able to:

- Implement administrative changes

## Lesson 6: Using Standard Changes

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the process for standard changes

## **Lesson 7: Addendum - Documenting General Changes**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Document changes to non-SAP components with the help of Change Request Management and general changes

## **Lesson 1: Explaining the Idea of Transaction Types in Change Request Management**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the meaning of transaction types for Change Request Management

## **Lesson 2: Customizing the CRM Service Transaction**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Explain the meaning of determination procedures and profiles that are assigned to transaction types for change transactions





## Lesson 1: Using Task Lists in Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain the structure of Task Lists

## Lesson 2: Monitoring Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Evaluate the use of different Change Request Management reporting tools



## Lesson 1: Explaining Reasons for Downgrades

### Lesson Objectives

After completing this lesson, you will be able to:

- List reasons for downgrades
- Outline the idea of downgrade protection with SAP Solution Manager Change Request Management

## Lesson 2: Activating and Monitoring Cross-System Object Locks

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the concept of Cross-System Object Locks

## Lesson 3: Explaining Downgrade Protection

### Lesson Objectives

After completing this lesson, you will be able to:

- Configure the system landscape for the use of downgrade protection



## **Lesson 1: Understanding Retrofit - The Basic Idea**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the need for a retrofit

## **Lesson 2: Configuring the System Landscape for Retrofit**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Configure system landscapes for the use with retrofit

## **Lesson 3: Performing a Retrofit**

### **Lesson Objectives**

After completing this lesson, you will be able to:

- Outline the process flow for retrofits



## Lesson 1: Copying and Changing Transaction Types in Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Copy a transaction type into the customer namespace
- Adapt a transaction type by adding a new status to it

## Lesson 2: Customizing Multilevel Categorization in Change Request Management

### Lesson Objectives

After completing this lesson, you will be able to:

- Explain how to assign application areas to a categorization schema

## Lesson 3: Customizing the Approval Procedure

### Lesson Objectives

After completing this lesson, you will be able to:

- List the steps that are needed to customize the approval procedure for Change Request Management

## Lesson 4: Explaining Preliminary Import and Selective / Status-Dependent Import of Transport Requests

### Lesson Objectives

After completing this lesson, you will be able to:

- Describe the process flow for the preliminary import of normal changes
- Outline the use of selective / status-dependent imports in Change Request Management





## Lesson 1: Addendum - The General Idea of the Central Change and Transport System

### Lesson Objectives

After completing this lesson, you will be able to:

- Outline the general idea of central Change and Transport System
- Explain the terms transport collection and system cluster